

The Accessibility Path for Lahti 2017 FIS Nordic World Ski Championships

LAHTI UNIVERSITY OF APPLIED
SCIENCES
Faculty of Social and Health Care
Degree Programme in Nursing
Registered Nurse
Bachelor's Thesis
Spring 2017
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Hoitotyön koulutusohjelma

TURUNEN, ESSI:
VUONTILA, OUTI

Esteettömyyspolku Lahti 2017
Pohjoismaisten Hiihtolajien
Maailmanmestaruuskilpailuissa

Hoitotyön opinnäytetyö

31 sivua, 8 liitesivua

Kevät 2017

TIIVISTELMÄ

Toiminnallisen opinnäytetyön aiheena oli tuottaa esteettömyyspolku Lahti 2017 Pohjoismaisten Hiihtolajien Maailmanmestaruuskilpailuihin 22.2. - 5.3.2017. Tarkoituksena oli suunnitella ja luoda esteettömyyspolku sisältäen liikuntaesteisten aluekartan ja tietoa esteettömyydestä. Esteettömyyspolku toteutettiin yhteistyössä tapahtumajohtaja Jesse Kiurun kanssa ja opinnäytetyön toimeksiantajana toimi Lahti Events Oy. Opinnäytetyön tavoitteena oli yhdenvertaisuuden edistäminen parantamalla esteettömyyttä liikuntaesteisille vierailijoille Lahti 2017 Pohjoismaisten Hiihtolajien Maailmanmestaruuskilpailuissa. Opinnäytetyön kirjoittajat osallistuivat tammikuussa 2017 vapaaehtoisten kahteen koulutuspäivään, jossa he perehdyttivät asiakaspalvelun vapaaehtoistyöntekijät esteettömyyspolkuun.

Lahden Ammattikorkeakoulun fysioterapeutti- ja sairaanhoitajaopiskelijat toteuttivat esteettömyysprojektin Salpausselän MM-esikisoissa helmikuussa 2016. Projekti koostui esteettömyyskartoituksista ja –kyselylomakkeesta. Kyselyillä kartoitettiin vierailijoiden esteettömyyteen liittyviä kokemuksia ja tavoiteltiin kehittämisideoita Lahti 2017 Pohjoismaisten Hiihtolajien Maailmanmestaruuskisoja varten. Opinnäytetyön kirjoittajat analysoivat esteettömyyskyselyiden kirjallisia tuloksia kvalitatiivista tutkimusmenetelmää hyödyntäen.

Opinnäytetyön kirjoittajat saivat aiheen opinnäytetyölle hoitotyön opettajan ehdottamana. Esteettömyyskyselyn ja –kartoitusten pohjalta kävi ilmi, ettei esteettömyyttä oltu huomioitu tarpeeksi Lahden Urheilukeskuksessa. Esteettömyyden parantaminen osoittautui tarpeelliseksi, joten opinnäytetyön kirjoittajien tuotoksena syntyi esteettömyyspolku. Esteettömyys- projektin esitutkimuksen tuloksia hyödynnettiin opinnäytetyön yhtenä aineistona. Lisäksi opinnäytetyön kirjoittajat kävivät kartoittamassa Lahden Urheilukeskuksen esteettömyyttä ja tutustuivat aiheeseen liittyvään kirjallisuuteen.

Avainsanat: esteettömyys, esteettömyyshaastattelu, liikuntaesteisyys, esteettömyyspolku, Lahti 2017 Pohjoismaisten Hiihtolajien Maailmanmestaruuskilpailut

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ABSTRACT

The purpose of the functional thesis was to produce an accessibility path to be utilized in the Lahti 2017 FIS Nordic World Ski Championships from 22nd of February until 5th of March 2017. The thesis was implemented in cooperation with the Event Director Jesse Kiuru of Lahti Events Limited. The aim of the thesis was to promote equality by improving the accessibility of the physically disabled visitors in Lahti 2017 FIS Nordic World Ski Championships. The thesis authors produced an area map with accessible routes for the physically disabled visitors as well as wrote online information about accessibility in the Lahti Sports Center. One objective of the thesis was to create an accessibility path which could be utilized in the future events in the Lahti Sports Center. The thesis authors participated in two volunteer training days in January 2017 and introduced the accessibility path to volunteers of the Spectators' Services.

Physiotherapy and nursing students of Lahti University of Applied Sciences executed an accessibility project in Lahti Ski Games Pre-World Championships in February 2016. The project consisted of accessibility assessments and a questionnaire about accessibility, and a qualitative research method was applied. The purpose of the questionnaire was to collect experiences and development ideas from the visitors regarding accessibility contemplating the Lahti 2017 FIS Nordic World Ski Championships. The thesis authors' analyzed the results of the accessibility questionnaire using a qualitative research method.

A nursing teacher provided the thesis topic idea. Based on the results of the accessibility questionnaire and assessments there was a need to improve the accessibility in the Lahti Sports Center. The results of the accessibility project served as a pre-data for the thesis. In addition, the thesis authors surveyed the accessibility in the Lahti Sports Center and became acquainted with the literature concerning the thesis topic. As a result, the accessibility path was created by the thesis authors.

Keywords: accessibility, accessibility questionnaire, physical disability, accessibility path, Lahti 2017 FIS Nordic World Ski Championships

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1 INTRODUCTION

Accessibility is a necessary and essential matter in the daily life of a disabled person at home or anywhere else. The Finnish Association of People with Physical Disabilities (Invalidiliitto ry 2016a) describes accessibility as a part of equality and sustainable development. There are many different types of disabilities, but this thesis is focusing on providing better access for physically disabled visitors in Lahti 2017 FIS Nordic World Ski Championships. According to a national survey conducted by The Finnish Association of People with Physical Disabilities (Invalidiliitto 2016b, 2), improving the accessibility of built environment is found very important. Most of the participants of the survey also find that accessible physical environment benefits everyone, not just people with disabilities. The survey indicates that Finnish citizens hold accessibility in high regard.

The accessibility project begun in Spring 2016 as a part of physiotherapy students' studies. Accessibility surveys including written accessibility assessments and accessibility questionnaire were conducted in Lahti Ski Games Pre-World Championships in Lahti Sports Center in February 2016. In addition, three nursing students including the thesis authors participated in this project by conducting accessibility questionnaires. The thesis authors and another nursing student analyzed the results and feedback of the accessibility questionnaire by utilizing qualitative research method. Based on the accessibility assessments and questionnaire there was a need to improve the accessibility in the Lahti Sports Center. The written results and feedback of the accessibility assessments and questionnaire were utilized as a pre-data for the thesis and the accessibility path.

A nursing teacher provided a thesis topic idea, which concerned improving the accessibility in the Lahti Sports Center for Lahti 2017 FIS Nordic World Ski Championships. The thesis authors were enthusiastic about the topic and so the thesis process began in May 2016.

The thesis authors chose physically disabled people as a target group for the accessibility path for several reasons. One essential reason was the other thesis authors' experience of working as a personal assistant for a physically disabled woman, who was confined to a wheelchair. While working as her personal assistant, the thesis author began to understand the importance and meaning of accessibility for a physically disabled person. The thesis author shared this experience with another thesis author and they both considered improving the accessibility for physically disabled people a very important topic.

The supervising teacher provided the thesis authors the contact information of the working life partner Lahti Events Limited. The thesis authors contacted the Event Director Jesse Kiuru, who became the contact person. A meeting was arranged soon after that. The Pre-World Championships' feedback and results of the accessibility questionnaire were provided for the Event Director in the first meeting in May 2016. He explained the need for improving accessibility for the upcoming Lahti 2017 FIS Nordic World Ski Championships. The thought of the accessibility path was brought up by the Event Director. The thesis authors contemplated the contents of the accessibility path with the Event Director. After this, the thesis authors began refining the concept of the accessibility path. They started planning and designing the accessibility path based on the need in cooperation with the Event Director. There were several meetings between the thesis authors and the Event Director, where the thesis authors presented their current stage of the thesis process.

The purpose of this functional thesis is to create an accessibility path for Lahti 2017 FIS Nordic World Ski Championships. The thesis authors planned and designed an accessibility path, which consisted of an area map for physically disabled visitors and online accessibility information. Hätönen and Kilpelä (2014) suggest that accessibility information is a service quality factor, which increases access, equality and customer satisfaction. Accessible services are described as an important component in modern and equal society.

The Event Director suggested that the accessibility path could be utilized in the culture and sports events held in Lahti Sports Center in the future as well. The aim is to promote equality by improving the accessibility in Lahti 2017 Centenary Championships. The vision of Lahti 2017 Centenary Championships is to have "Ski competitions for everyone" (Lahti 2017, 2017a). A target of the accessibility path is to succeed in providing ski competitions for everyone, including the physically disabled people. In this thesis accessibility is taken into account and acknowledged from the perspective of a physically disabled person in the Lahti 2017 FIS Nordic World Ski Championships.

The thesis consists of a theoretical and a functional part. There are seven main titles. The theoretical framework consists of the definitions of accessibility and physical disability, accessibility project and data collection is also explained. The aim of the thesis and the working life partner are introduced. The functional part of the thesis is to produce an accessibility path to be utilized in Lahti 2017 FIS Nordic World Ski Championships in Lahti Sports Center. The final part of the thesis is the conclusion.

2 WHAT IS ACCESSIBILITY AND PHYSICAL DISABILITY

Accessibility ensures a disabled person a chance to take part into an event and also to have experiences despite of individual quality (Karinharju & Vuorsola 2014, 11). Easiness of functionality and moving around are parts of the accessibility for everyone (Invalidiliitto 2009, 7). Accessibility is a wide concept that includes an individual's possibility to move around in a flexible, functional and comfortable way. Accessibility of a building does not usually cost more at a building stage if it is well planned and well executed. (Invalidiliitto 2016a.)

2.1 Definition of accessibility

Accessibility is a wide concept that includes a person's ability to move around in a flexible, functional and comfortable way. (Invalidiliitto 2016a)

The Finnish National Institute for Health and Welfare (Terveyden ja hyvinvoinnin laitos 2016) writes about accessibility principle on their website. According to the principle built-up environment, products and services should be easily accessible to every individual whether they are disabled or not. Accessibility has traditionally been linked to built-up environment but lately the term has expanded. Nowadays accessibility also means access to services, communication, and interaction between people.

As written above, accessibility was previously linked to built-up environment and physical obstacles that prevented access to buildings and places. Nowadays it is a much wider concept that also includes accessible communication and services. Accessibility can be seen as a requirement for an equal society where every citizen can easily participate in activities of the society, such as working, studying and recreational and cultural activities. Every individual should be able to participate in these activities regardless of their age, sex, the state of health or social, psychological or physical functional ability. (Putkinen 2009, 9-10.)

Accessibility is also defined by law. The Finnish Constitutional act states that “Everyone is equal before the law. No one shall, without an acceptable reason, be treated differently from other persons on the ground of sex, age, origin, language, religion, conviction, opinion, health, disability or other reason that concerns his or her person.” (Constitutional act 731/1999, 6 §.)

To support that, the Non-Discrimination Act says that “nobody may be discriminated against on the basis of age, ethnic or national origin, nationality, language, religion, belief, opinion, health, disability, sexual orientation or other personal characteristics (Non-discrimination act 21/2004, 6 §).

United Nations Conventions on the Rights of Persons with Disabilities (CRPD) is the first comprehensive agreement on human rights in the 21st century. It was accepted by the United Nations general assembly in 2006. Finland signed the CRPD in 2007 and it finally took effect in 2016, when Finnish parliament accepted and ratified the convention. (The UN Association of Finland 2015, 1-3.)

CRPD emphasizes that disabled people have a right of being part of society and participate in the activities of society just like any other person. Disabled people have a right to live independently as a part of their environment. According to CRPD disabled person has to have access to normal services in cities as well as in the countryside. Disabled people need to be heard especially in a decision-making which involves them. The purpose of CRPD is to improve, protect and assure all human rights and fundamental freedom for disabled people, and to also improve the respect of human rights of disabled people. Accessibility is an important principle of the CRPD. (Ministry of Social Affairs and Health of Finland 2016.)

CRPD defines accessibility as a basic human right that belongs to everyone. Accessibility is explained more in detail in Article 9 of the CRPD. Article 9 says that states parties must provide access for disabled people

to participate in all the aspects of life and help them to live their lives independently. States parties have to ensure access to the physical environment, transportation, information and communication with no physical barriers or obstacles that might prevent access for disabled people. (The UN Association of Finland 2015, 29-31.)

2.2 Physical accessibility

Henrik Gustafsson (2015) from The Finnish Association of People with Physical Disabilities writes that since accessibility is defined as a human right in United Nations Conventions on the Rights of Persons with Disabilities, environment with physical barriers and obstacles can be considered a violation of human rights. Accessible environment belongs to everyone, including people with physical disabilities. Gustafsson describes equality and accessibility as requirements that allow disabled people to live independently and participate in the society. This is demonstrated and explained in English in figure 1. Research problem of this thesis was promoting equality by improving accessibility for physically disabled visitors in Lahti 2017 FIS Nordic World Ski Championships.

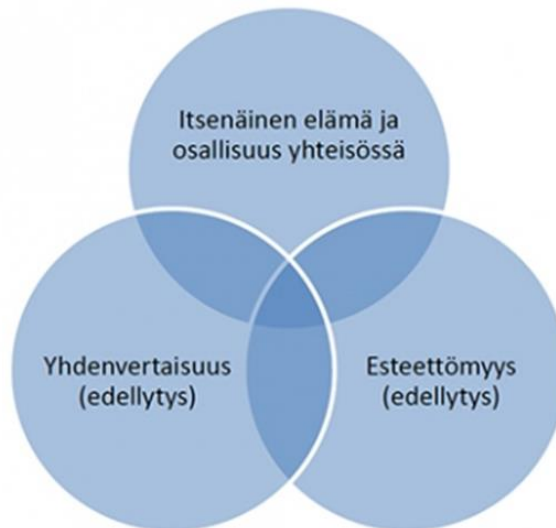


Figure 1. Yhdenvertainen ja esteetön toimintaympäristö vaikuttavat vammaisen henkilön mahdollisuuteen elää itsenäistä elämää ja osallistua yhteisöön (Gustafsson 2015)

Equal and accessible environment affect disabled person's ability to live independently and participate in the society.

Itsenäinen elämä ja osallisuus yhteisössä: Independent life and participation in the society

Yhdenvertaisuus (edellytys): Equality (requirement)

Esteettömyys (edellytys): Accessibility (requirement) (Gustafsson 2015)

When considering accessibility, it is important to take level differences, need of space, distance, balance, reaching, powerlessness, security, communication and equality into account. These concepts are very essential and mentioned below. (Invalidiliitto 2009, 8.) These concepts were considered and were a base when designing and planning the online accessibility information and the area map for physically disabled people.

1. Level differences create most significant problems among disabled persons. Elevators and ramps help a lot when they are available in the events. Flat pathways without doorsteps and stairs are important.

2. Need of space – The event area and the pathways in the event area should be spacious enough. In addition, ramps, doorways, elevators and toilets are important to take into consideration while planning an accessible event.
3. Distance – It is important to have a place to rest for the disabled persons. The distances between facilities in the event area might be quite far off.
4. Balance – Surface material of the passage needs to be anti-slippery. In addition, slipperiness of the surfaces must be noticed around event area, especially in wintertime and rainy weather. Handrails and supporting bars secure balance when there are stairs or wheelchair ramp.
5. Reaching – It is important that a disabled visitor reaches to service desks and counters. It is considered important that service counters and stalls stand on constant place on the ground that also disabled persons can reach easily.
6. Powerlessness – The door unlockers and automatic doors are easing the passage with a wheelchair. Usually older people or people with some disease don't have enough power to open hard doors. That could be eased with the items mentioned above.
7. Security – Passages of the event area must be planned carefully so that there are wheelchair ramps and no obstacles or physical barriers in the passage.
8. Communication – Clear and understandable information is essential. Signs are in the centre stage and they should be written in local language as well as in English. Accessibility symbols and area maps are important to clarify where all accessible facilities are.
9. Equality – Environment or service have direct impact in putting equality of visitor at unequal status. Solution to that is planning, development of accessible facilities and services, for example the stands and toilets. Also attitudes towards accessibility are essential. (Invalidiilitto 2009, 8.)

2.3 Accessibility in culture and sports events

When the area is easily to perceive it is easy to orientate in that kind of environment and a visitor won't get lost. A visitor can easily access and find services that he needs and wants to have in easily perceived environment. Secure feeling is improved, not only regarding accidents, when the area is understandable. In addition, security of the paths and the places in the area improve visitor's ability to control the situation. A visitor who is more self-confident trusts in surviving in the area by himself and is less afraid of.

Accessibility is a central character of the well planned environment and it is considered in planning the event. Accessibility ensures disabled person a chance to take part into an event and also to have experiences despite of individual quality. International symbol of access ISA sign should be for example in every accessible toilet that a physically disabled person knows where to go. (Karinharju et al. 2014, 11 - 12.)

Accessibility can be described as an uninterrupted chain of hearing, seeing and understanding. The chain includes upfront information, travel and arrival to the destination, entrance to the destination and operation in the destination. Accessibility begins with upfront information of the event and continues with the next step that is traveling to the destination and entering there until the last step functionality in the event. Requirements for the accessible event are moving around from place to another and using the different spaces smoothly. (Karinharju et al. 2014, 6.) The figure 2 below shows the circle of uninterrupted chain of accessibility.

THE UNINTERRUPTED CHAIN OF ACCESSIBILITY



Figure 2. The uninterrupted chain of accessibility (Karinharju et al. 2014)

Thesis authors wanted to have an example of an accessible event. They chose a cultural event Ruisrock held in city of Turku every July. It is a music festival concentrating on rock and pop music. An essential reason to mention this Ruisrock festival in our thesis was that an accessibility project was carried out in Ruisrock of Turku in 2012 and 2013 in cooperation with Turun Kynnys ry. The aim was an accessible music festival. Information was gathered and as a result festival invested to communication, illumination, accessible routes, stands and assistants. Personal assistant could enter free of charged the festival area with disabled visitor who had bought a ticket. As Ruisrock got funding from a Finnish Ministry of Teaching and Culture, they could hire an accessibility guide as well. One important thing was interaction. If interaction between the personnel and the visitors is positive, a visitor will have a good mood. Another essential matter was the importance of accessibility information. In addition, the personnel's knowledge of available services and ancillary equipment was important. Also providing actively those accessible services was considered important. (Karinharju et al. 2014,19.)

In Ruisrock there was a possibility to have an assistant to guide and help a disabled visitor in the festival area. Overall, this service was appreciated among festival visitors as well as accessibility arrangements. (Karinharju et al. 2014, 20.) Still, accessibility is considered as a part of general arrangements in Ruisrock festival. According to the official website of Ruisrock, " the basis is that everyone has a possibility to join the festival, we want that each and every one can join Ruisrock festival". There is also parking possibility for disabled visitors in the marked area. (Ruisrock 2017.)

2.4 Definition of physical disability

Disability consists of physical or mental impairments. Daily activities that are constrained by a disability can be visible or not. (Cornell University 2017.)

Physical disability is a characteristic that has a restrictive effect on person's physical functional abilities. A person with a physical disability has a limited mobility. Physical disability alters person's ability to manage in daily activities at home, school, work, in public places and in recreational activities. There are numerous types of physical disabilities. Physical disability can be a result of an accident, like a spinal injury. A person can be born with a condition that has left him physically disabled, such as cerebral palsy. Physical disability can also occur as a consequence of a long-term illness like rheumatism. (Suomen Standardisoimisliitto (SFS RY) 2010, 21.)

According to Handicaps Welfare Association (2017), physical disability consists of congenital or inheritable disability and obtained disability. Congenital or inheritable disability comprises muscle cells or genetic complications and injury during birth. Obtained disability comprises trauma, infections, diseases and disorders, such as a car accident, polio, cancer, and stroke.

Physical disability is divided into two categories that are a musculoskeletal disability and neuromuscular disability. Musculoskeletal disability is a condition that has an effect on muscles and bones. In addition, it is a common cause of physical disability and pain. Muscular dystrophy, deformity of limbs and osteoporosis are examples of a musculoskeletal condition. (Handicaps Welfare Association 2017.) Neuromuscular disability is a condition that effects on nerve cells in the muscles, muscles, peripheral motor nerves and also to the neuromuscular junction. A person is not able to control his movements with those body parts that the disease has affected or the nerves do not function properly. All neuromuscular diseases progress naturally over time. Some of the diseases already exist when a person is born, some develop later in the childhood and some later as an adult. (Muscular Dystrophy Association 2008.) As a consequence of neuromuscular diseases, physical disability is reducing. Poliomyelitis, head injury, and stroke are examples of a neuromuscular condition. (Handicaps Welfare Association 2017.)

Thesis authors chose physically disabled people as a target group for the accessibility path for these reasons mentioned below.

The other thesis author has previously worked as a personal assistant for a physically disabled woman with tetraplegia, who was a full-time wheelchair user. While working as her personal assistant, the thesis author began to understand the importance and meaning of accessibility for a physically disabled person. It seemed that many people without disabilities do not realize how even small physical barriers and obstacles, such as high thresholds, can prevent access for a wheelchair user. Accessible physical and built-up environment are necessary for someone with a physical disability. The thesis author shared this experience with another thesis author and they both found improving accessibility a very important topic. Based on the other thesis authors' experience, physically disabled people were chosen as a target group.

While the thesis authors participated in the accessibility project in Lahti Ski Games Pre-World Championships, they observed the venue from the

accessibility point of view. They noticed deficiencies, for example the lack of wheelchair stand in the ski jumping stadium and the lack of information regarding accessibility.

An area map for physically disabled people already existed, but the thesis authors designed a new, improved area map containing accessible routes and the most important facilities for physically disabled visitors. One essential target of the accessibility path was to provide a possibility for a physically disabled people to participate and enjoy the ski competitions in an environment, where accessibility is taken into account. The aim of the thesis is to promote equality by improving the accessibility of the physically disabled visitors in Lahti 2017 FIS Nordic World Ski Championships.

3 THE AIM AND THE PURPOSE

The purpose of this functional thesis is to create an accessibility path. The target groups are physically disabled visitors, to whom an area map and online accessibility information in the Lahti Sports Center are produced. The needs of the physically disabled people are taken into account.

The purpose of the thesis is to facilitate physically disabled visitors in arriving, participating and enjoying the ski competitions. This thesis is implemented and cooperated with the working life partner, Lahti Events Limited. Need of the Lahti Events Limited is that the accessibility path could be utilized in the future culture and sports events. The aim of the thesis is to promote equality by improving the accessibility of the physically disabled visitors in Lahti 2017 FIS Nordic World Ski Championships.

3.1 Lahti 2017 FIS Nordic World Ski Championships

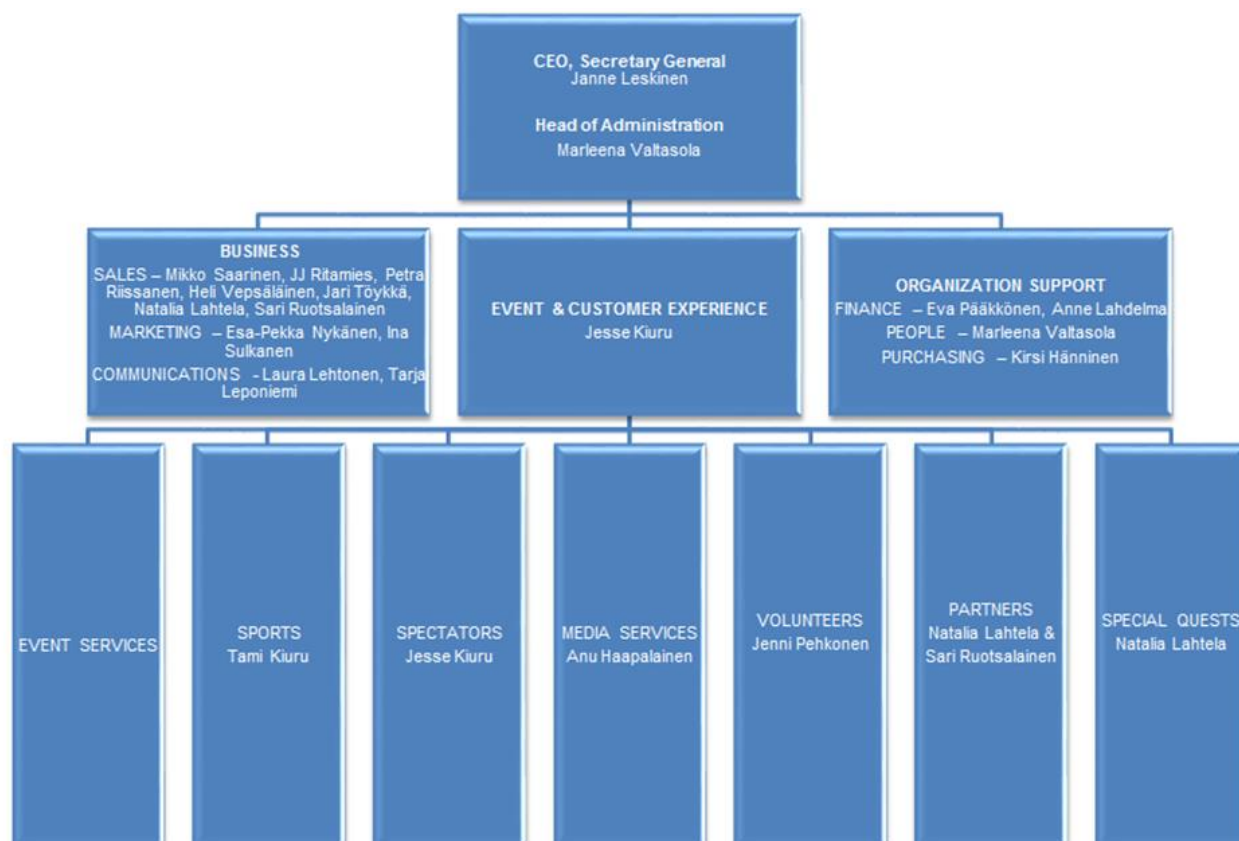
Lahti 2017 FIS Nordic World Ski Championships took place in Lahti Sports Center from 22nd of February until 5th of March 2017. This year marked the 7th time city of Lahti has hosted the FIS Nordic World Ski Championships. Over the 12 days of the World Championships, more than 700 athletes from 60 different countries competed in 21 competitions in cross-country, ski jumping and Nordic combined. The Centenary World Championships in Lahti were the biggest sporting event during Finland's 100th anniversary. (Lahti 2017, 2017b.)

3.2 Lahti Events Limited

City of Lahti is the head owner of Lahti Events Limited. In the beginning Lahti Events was responsible for organizing Pre-World Championships in Lahti Sports Center in 2015 and 2016. In addition, Lahti Events organized the marketing, sales and customer service in the Lahti 2017 FIS Nordic World Ski Championships. The company provided permanent employment for 14 people in 2016. Over 30 persons were organizing the Lahti 2017 FIS Nordic World Ski Championships. Operative Organization Chart below

comprises the operative sectors. Every sector had its own manager who was in charge of the particular sector. All the sectors were related to each other. (Lahti Region 2016.)

Table 2. Operative Organization Chart (Kiuru 2016)



4 ACCESSIBILITY PROJECT

The accessibility project begun in Spring 2016 as a part of physiotherapy students' studies. Three nursing students including the thesis authors and several physiotherapy students from Lahti University of Applied Sciences conducted an accessibility survey in Lahti Ski Games Pre-World Championships in Lahti Sports Center in February 2016. The survey included accessibility assessments, conducted by physiotherapy students, and questionnaires about accessibility, conducted by physiotherapy students and nursing students. Research or surveys regarding accessibility in Lahti Sports Center had not been conducted before.

Accessibility survey is a tool for observing the existing situation regarding accessibility. The functionality of built environment is evaluated in the accessibility survey. The survey itself does not improve accessibility but it can serve as a starting point for accessibility improvement arrangements. A written accessibility survey report should contain development ideas and suggestions of what kind of measures can be taken to improve accessibility. (Kilpelä 2013, 69.)

The concept for improving accessibility developed from the results of the accessibility questionnaires and feedback of the Pre-World Championships visitors. Improvements were constructed in the Lahti Sports Center according to the accessibility questionnaire. The written results and feedback of the accessibility assessments and questionnaire were utilized as a pre-data for the thesis and the accessibility path.

4.1 Accessibility questionnaire

Three nursing students and several physiotherapy students from Lahti University of Applied Sciences conducted accessibility questionnaires as a part of the accessibility survey. The students conducted the accessibility questionnaires by interviewing the visitors of Lahti Ski Games Pre-World Championships from 19th until 21st of February 2016.

The accessibility questionnaire form was designed by the physiotherapy students. The original questionnaire form was written in Finnish (APPENDIX 1). The questionnaire was translated into English (APPENDIX 2) by the thesis authors in cooperation with another nursing student.

The purpose of the questionnaires was to gather visitor's experiences about accessibility in Lahti Sports Center, and to get feedback regarding how accessibility could be improved for the Lahti 2017 FIS Nordic World Ski Championships. Before conducting the questionnaire, the students introduced themselves and informed the visitors of the purpose of the questionnaire.

Target groups of the accessibility questionnaire were people with physical disabilities, families with children, elderly people and people with other disabilities. The two main titles in the questionnaire were "Accessibility" and "Game area", and they were further divided into subtitles. Below "Accessibility" there were three subtitles: "Clarity of guidance signs, Parking and Public transport". Below "Game area" were four subtitles: "Toilets, Restaurants, Accessibility in the game area and Stands".

The rating scale in the questionnaire was Likert scale. Likert scale is a common assessment form for questionnaires. It is used to assess quality from high to low, or from best to worst utilizing five to seven levels. (Allen & Seaman 2007.)

The rating scale numbers ranged from 0 to 5: (1) not accessible, (2) poorly accessible, (3) quite accessible, (4) accessible and (5) very accessible. Choosing (0) indicated that the participant of the questionnaire had not noticed/couldn't answer the question. The questionnaire was shown to the participants and they were asked to evaluate each title, such as "Clarity of guidance signs", by choosing a number between 0 to 5. After answering each question, participants had a possibility to provide feedback, additional comments or development ideas about accessibility.

In total 69 accessibility questionnaires were conducted over the three days of Lahti Ski Games Pre-World Championships. Most of the questionnaire

interviews were conducted in Finnish but there were some English speaking participants also. There were 15 disabled participants, 34 families with children, 18 elderly participants, 1 visually impaired participant and 1 participant with endoprosthesis.

4.2 Qualitative research method

General methods of conducting data in the qualitative research are interview, questionnaire, observation, and information based on different kinds of documents. A researcher aims at interaction with the object in question. At an interpretation stage, the aim is that the conducted data will be examined and understood. Reading, interpretation and thinking of the data are a base for the theory. (Tuomi & Sarajärvi 2009, 71.)

Garner & Scott (2013, 9) indicate that observations that can be written, spoken about, filmed, and interpreted serve as a base for qualitative research method. Usually in this research method objects can't be measured easily or counted, like in quantitative research method.

In a qualitative research method the selected individuals are interviewed. A data point of view is essential in qualitative research method. (Tuomi et al. 2009, 14.) Usually the questionnaire or interview include open questions or a theme. An interpretation continues during the whole research process. There are not any particular points in the process for the interpretation. (Tuomi et al. 2009, 72-73.) In a qualitative research the researcher does not meld own thoughts, beliefs, attitudes and values with the research subject. Instead, the researcher attempts to understand exactly the point of view and expressions of the interviewed person. (Tuomi et al. 2009, 68.)

Garner et al. (2013, 11-12) also suggest that understanding the experiences and feelings of the interviewed person is the goal of qualitative research. This research method can include questions such as "What is it like to be, to do, to experience...?".

The aim of qualitative research is to find out the answers of the questions how or why a particular subject occurs. A qualitative research refers to a method of inquiry and the evaluation of qualitative research is less clear-cut. A researcher can be described as a data collection instrument. (Miller 2011.)

4.3 Questionnaire summary and feedback

Very valuable and diverse feedback was received from the target groups who participated in the accessibility questionnaire in Lahti Ski Games Pre-World Championships 2016. The thesis authors and another nursing student analyzed the written results of the accessibility questionnaire by utilizing qualitative research method. A written summary including the development ideas and feedback received from the participants of the questionnaire was executed. The summary has been divided by the subtitles of the accessibility questionnaire.

Clarity of guidance signs: Some participants of the questionnaire found that there were not enough guidance signs in Lahti Sports Center. Participants wished that there would be more noticeable and more colorful guidance signs in Lahti 2017 FIS Nordic World Ski Championships. It was suggested that the information in the guidance signs should be written in both Finnish and English. Some participants did not observe the guidance signs since they were familiar with Lahti Sports Center.

Parking: Most of the feedback from the participants concerned parking. It appears that there were not enough guidance signs about parking near Lahti Sports Center and the signs were unclear and misleading. More parking places for physically disabled people should be arranged and a drop-off point for the taxi for disabled people should be located near the main entrance.

Public transport: There was no feedback regarding public transport, as most of the participants had walked or driven to Lahti Sports Center by car.

Toilets: Participants were satisfied with the toilets. According to the participants, there were enough toilets, which were accessible and easy to locate. Disabled toilets received positive feedback as well.

Restaurants: Participants of the questionnaire did not have many experiences of the restaurant services in the area. Some participants thought that the pricing was too high and that a more versatile selection of food should be offered. Many participants were satisfied with the food selection and especially food stalls received positive feedback. However, the pathways were found slippery around the food stalls and navigating through the snow with strollers was found difficult.

Moving in the game area: Moving in Lahti Sports Center was found quite difficult especially from a physically disabled visitor's point of view. There was snow in many places which weren't plowed properly, and this made pathways uneven and slippery. Participants wished that there would be more gritting and snow clearance to reduce slipping. Also cleaning the snow from the stairs and ramps would be important.

Stands: Valuable feedback concerning stands was received. The ski jumping stand designed for wheelchair users and physically disabled visitors was found unsafe, as there was no barrier or railing. A barrier or a railing should be built for Lahti 2017 FIS Nordic World Ski Championships. The ski jumping stand for wheelchair users received compliments about its location and the great visibility.

Additional comments were provided concerning the snow. Walking routes should be maintained during wintertime and also cleared from the snow to improve moving around in a wheelchair. The feedback indicated that most of the visitors of Lahti Ski Games Pre-World Championships 2016 were essentially pleased with the accessible facilities in Lahti Sports Center. The thesis authors perceived some deficiencies while analyzing the results and feedback of the accessibility questionnaire. The major issues were the long distance to disabled parking and the lack of parking area in general. In conclusion, the results and development ideas were an excellent base

for developing the accessibility in Lahti Sports Center for next year's Lahti 2017 FIS World Ski Championships.

Written feedback and the summary of the results regarding accessibility were provided to the Event Director. The written results and feedback of the accessibility assessments and questionnaire were utilized as a pre-data for the thesis and the accessibility path.

4.4 Accessibility assessments

Accessibility assessments conducted by the physiotherapy students were a part of the accessibility project. Marja-Leena Taavila, the chairman of the Council for the Disabled People of Lahti, was interviewed by the physiotherapy students of Lahti University of Applied Sciences concerning the accessibility of Lahti Sports Center. The chairman provided some feedback and development ideas. She mentioned that each year the accessibility has been observed better in the area. However, there are still improvements to be performed. The chairman mentioned that there has not been enough information concerning the accessibility in the Lahti 2017 FIS Nordic World Ski Championships. (Taavila 2016.)

Taavila suggested that a representative of Lahti Events Limited could contact the Council for the Disabled People of Lahti. A specialist of the Council for Disabled People could survey the area and provide feedback for the Operative Organizer. The Specialists of the Council for the Disabled People visited the Lahti Sports Center in May 2016.

Development suggestions regarding mobility, stands, guidance signs, disabled parking, toilets, restaurants, traffic service and accessibility guides were provided. (Taavila 2016.)

5 DATA COLLECTION

The thesis authors concentrated on designing and planning an accessibility path based on the results and feedback of the accessibility project conducted in the Lahti Pre-World Championships in February 2016. The results and feedback were utilized as a pre-data for the accessibility path. Also the accessibility path was created by utilizing the data collected by the thesis authors as the knowledge from theoretical databases and their own observations in the Lahti Sports Center.

5.1 Theoretical knowledge

Advertisements, promotional materials and other tourism information should include information about how accessibility is acknowledged. Accessibility information should be included in the general tourist information. Providing a way to contact the organizer, for example with a telephone number or an e-mail address, is important for further questions and inquiries. Accessible services and facilities such as toilets for disabled should be mentioned in the written materials and information. Applying international symbols in the materials is an effective way of connecting the written information to the facilities and environment. (World Tourism Organization (UNWTO) 2013, 6.)

Kilpelä (2013, 74) emphasizes the importance of accessibility information. In the modern world websites are a suitable place to write information about accessibility. The information should describe the accessible facilities at the venue, event or destination. Pictures and maps can be applied to support the written information. It is also essential to include the contact details of the organizer for further information.

The purpose of a travel guide is to serve as an information source. Travel guides can be presented in many different forms, such as brochures, books, TV shows, internet websites and blog reports. They can provide general information or more specific and detailed information about a certain topic. Writing a travel guide requires sufficient preparations.

Defining the specific topic and deciding the form how information is provided are essential. (Cameron & Darcy 2012, 265-266.)

An easy and effective way to provide information visually is by using universal icons and symbols, for example about toilets and parking. The icons and symbols need to be clear and recognizable, that their meaning is understood quickly. The meaning of the icon also needs to be defined by using words, because an icon can be interpreted in many different ways. For example, the international symbol of access can be interpreted in different ways: it can indicate accessible car parking, the accessible pathway, or an accessible toilet. (Cameron et al. 2012, 266-267.)

5.2 Thesis authors observations

The thesis authors visited the Lahti Sports Center to observe the event area in order to determine the most accessible and safe routes. They also observed that the entrances were accessible. The accessible routes were marked on the area map for physically disabled visitors. The accessibility information contained important details regarding the arrival, entrances, stands, toilets and information points. These details were added also on the area map for physically disabled visitors.

6 ACCESSIBILITY PATH

The concept of the thesis developed after the data collection. The thesis process and planning of the accessibility path begun in May 2016, when the first meeting was held between the thesis authors and the Event Director of Lahti Events Limited. The need to improve the accessibility appeared. The thesis authors interviewed the Event Director about the accessibility path and what the specific concepts included would be. One purpose of the thesis was that the accessibility path would be utilized in the culture and sports events in Lahti Sports Center in the future as well.

The thesis authors had several meetings with the Event Director Jesse Kiuru. Spectator Service Coordinator Saija Heinonen also participated in the later planning meetings. All meetings were arranged in Lahti Sports Center. Between the meetings, the thesis authors collected data and drafted ideas for the accessibility path. They also received guidance from the supervising teacher as well as shared thoughts and comments with the Event Director via e-mail. In the meetings the thesis authors presented their ideas for the accessibility path and asked for feedback from the working life partner.

The accessibility path is planned especially for the physically disabled people who participate in Lahti 2017 FIS Nordic World Ski Championships. The accessibility path contains an area map for physically disabled visitors and online accessibility information. The accessibility information and the area map for disabled visitors (APPENDIX 3) were attached to the official website and the official application of Lahti 2017 FIS Nordic World Ski Championships. The accessibility information was also included in the volunteer guide. The area map along with accessibility information was printed as a paper version and it was handed out to disabled visitors during the Lahti 2017 Centenary Championships. The path is used to promote accessibility and to advance equality in Lahti 2017 FIS Nordic World Ski Championships. The vision of the Centenary Championships is to have "Ski competitions for everyone" (Lahti 2017, 2017a). The purpose

is that physically disabled visitors find it easier to navigate and move around in the Lahti Sports Center with the accessibility path.

6.1 Area map for physically disabled visitors

The thesis authors planned and designed an area map for physically disabled visitors during November and December 2016. Accessible facilities were marked on the area map by applying international symbols. The symbols support understanding of the signs and instructions. The meaning of the symbols was explained below the area map in Finnish and in English. The area map also contained accessible routes drawn with pink color, disabled stands, disabled toilets, disabled parking and a disabled taxi stop. In addition, a Spectator Info phone number was provided for further questions. The thesis authors chose these accessible services to be placed in the area map because those are essential facilities for physically disabled people. An old version of the area map for the disabled visitors existed but the thesis authors designed a new, improved version of the map.

The thesis authors designed the area map by placing the symbols and their meanings to a base map of the Lahti Sports Center. The design of the area map was provided to the Spectator Service Coordinator in the beginning of January. The Operative Organization produced and printed the area map to a final version. Some changes were made in the final version of the area map, for example, different symbols had been utilized than the thesis authors had originally planned.

The area map for physically disabled visitors contained the same important accessible facilities and locations mentioned in the online accessibility information. In other words, the information was closely related to each other.

The wheelchair stands in the ski jumping and ski stadium had the International Symbol of Access (ISA) sign at the gate. The sign was clear and large enough.



Image 1. The Original International Symbol of Access (The Accessible Icon Project 2016)

6.2 Online accessibility information

The target of the online information was to provide information concerning accessibility in the Lahti Sports Center. The thesis authors considered essential aspects of accessibility regarding physically disabled visitors. The official website of Lahti 2017 FIS Nordic World Ski Championships contained a tremendous amount of information, for example about customer service, programme and tickets. Information regarding accessibility in the Lahti Sports Center did not exist. In other words, the online accessibility information was new material produced by the thesis authors. The accessibility information was new information that was not available on the official website before.

The information was written in Finnish and in English to reach as many physically disabled visitors as possible. The thesis authors decided to include information about topics that were of the essence for physically disabled visitors. The accessibility information contained important information regarding arrival to the event, entrances, stands, toilets and information points. A Spectator Info phone number was also provided for further questions. All these topics were described and explained in the online accessibility information.

The accessibility information was utilized on the official website and official application of the Lahti 2017 FIS Nordic World Ski Championships. In the official website, the accessibility information was placed under main title "Info". Accessibility was placed as a subtitle. The disabled visitors could

become familiar with the information in advance. The accessibility information was also included in the volunteer guide, and it was printed out as a paper version along with the area map for physically disabled visitors. The paper maps were handed out to disabled visitors during the Lahti 2017 FIS Nordic World Ski Championships.

The written online information was provided to the Event Director in the middle of December in 2016. It was published on the official website of the Lahti 2017 FIS Nordic World Ski Championships in the end of December.

6.3 Accessibility path orientation

The thesis authors participated in two volunteer training days in Lahti Sports Centre in January 2017. A short Powerpoint presentation was produced (APPENDIX 4) for introducing the accessibility path. The target groups of the presentation were the Spectators' Service volunteers of Lahti 2017 FIS Nordic World Ski Championships. Before the training days, the thesis authors had a meeting with the Spectator Service Coordinator Saija Heinonen, who organized the volunteer training days for Spectator Service volunteers. The Powerpoint presentation was shown to the Spectator Service Coordinator and she approved it.

Volunteers consisted of Spectators' Services personnel: the Smile in Smile out group and the Information point personnel. The Smile in Smile Out volunteers worked in close proximity to the two main entrances of Lahti Sports Centre. Their main task was to assist and guide visitors and people with special needs. In addition to this, they handed out area maps for disabled people. The information point personnel provided information of the services and also assisted the visitors of Lahti 2017 FIS Nordic World Ski Championships with their questions. (Heinonen 2017.)

The training days were held on 18th and 28th of January 2017 in Lahti Sports Center. The Powerpoint presentation "Lahti 2017 Accessibility path" was a part of the general information. Thesis authors introduced themselves and went through the presentation. The thesis authors were

describing the essential topics of the thesis: what is accessibility, the meaning of accessibility path, how the thesis project was begun and how to encounter a physically disabled visitor in Lahti 2017 FIS Nordic World Ski Championships. The purpose of the accessibility path orientation was to clarify the idea of accessibility path and to inform the volunteers about the importance of accessibility in the Lahti 2017 FIS Nordic World Ski Championships.

7 CONCLUSION

This functional thesis was a project where an accessibility path was planned, designed and produced. The purpose of the accessibility path was to improve accessibility in Lahti 2017 FIS Nordic World Ski Championships. This project was performed in cooperation with the operative organization, Lahti Events Limited. The thesis authors and the Event Director considered what the accessibility path should entail.

Cooperation between the thesis authors and the operative organization was satisfying and efficient. The thesis authors were pleased to cooperate with the Event Director and also Spectator Service Coordinator, because of their flexibility and enthusiasm for the subject. They also provided positive feedback to the thesis authors during the project. They considered the accessibility path useful and were satisfied with the final outcome.

The supervising teacher asked the thesis authors if they wanted to permit an interview regarding the accessibility path they had designed and planned. So, the thesis authors were interviewed for a journal of The Finnish Association of People with Physical Disabilities. The thesis authors were excited about the plan. They contacted the journalist and set up a meeting. The interview was arranged in February 2017 in Lahti Sports Center where the interview was carried out and some photos were also taken for the journal. After seeing the article the Event Director gave feedback to the thesis authors and told them, that they should be proud of themselves. The article also brought positive publicity for the Lahti 2017 Centenary Championships and the Operative Organization.

The research data gathered in the Lahti Pre-World Championships was important and valuable, because of the development targets concerning accessibility in the event area. Based on the results of the survey, functionality and accessibility of the Lahti Sports Center were developed. The results of the accessibility survey show the current situation and what issues need to be improved concerning the accessible facilities. In the end

of our research, we made some proposals considering the development of the ski game area.

The thesis authors interviewed four visitors with a wheelchair during Lahti 2017 FIS Nordic World Ski Championships. The thesis authors asked their opinions and feedback concerning the accessibility path. Visitors with a wheelchair were pleased with the accessible path. The online accessibility information was found a useful source of information. Also, the area map for physically disabled visitors was described as an illustrative guide in the Lahti Sports Center. The visitors also provided some improvement suggestions.

The thesis authors were proud and honored to have this possibility to be part of this project overall, including planning the accessibility path. Seeing the accessibility information and the area map on the official website of Lahti 2017 FIS Nordic World Ski Championships was exciting and rewarding. The thesis authors were glad to have their own produced material on the official website. The goals were reached by careful planning and designing, several meetings with the working life partner and good cooperation between the thesis authors. At times thesis felt like a long process, but overall the thesis authors enjoyed the whole project because of the interesting subject and the practical implementation. In the thesis authors' opinions, accessibility path was useful, functional and successful.

The vision of Lahti 2017 FIS Nordic World Ski Championships "Ski competitions for everyone" was achieved from physically disabled visitor's perspective. Thesis authors learned a great deal about accessibility, physical disability, data collection and cooperation with Lahti Events Limited. The thesis authors had not participated in this kind of project before. Designing and planning the accessibility path was a great learning experience. The thesis authors were satisfied with the success of the accessibility path. In other words, the aim was achieved.

As a development idea, the authors suggest a new thesis topic. The new thesis could conduct a survey regarding accessibility improvements carried out in the Lahti 2017 FIS Nordic World Ski Championships. In addition, the thesis authors request continuity of the accessible path, for example the utilization of the accessibility path in other events held in Lahti Sports Center.

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APPENDICES

APPENDIX 1. Accessibility questionnaire in Finnish

SALPAUSSELÄN KISAT / ESTEETTÖMYYSHAASTETTELUT

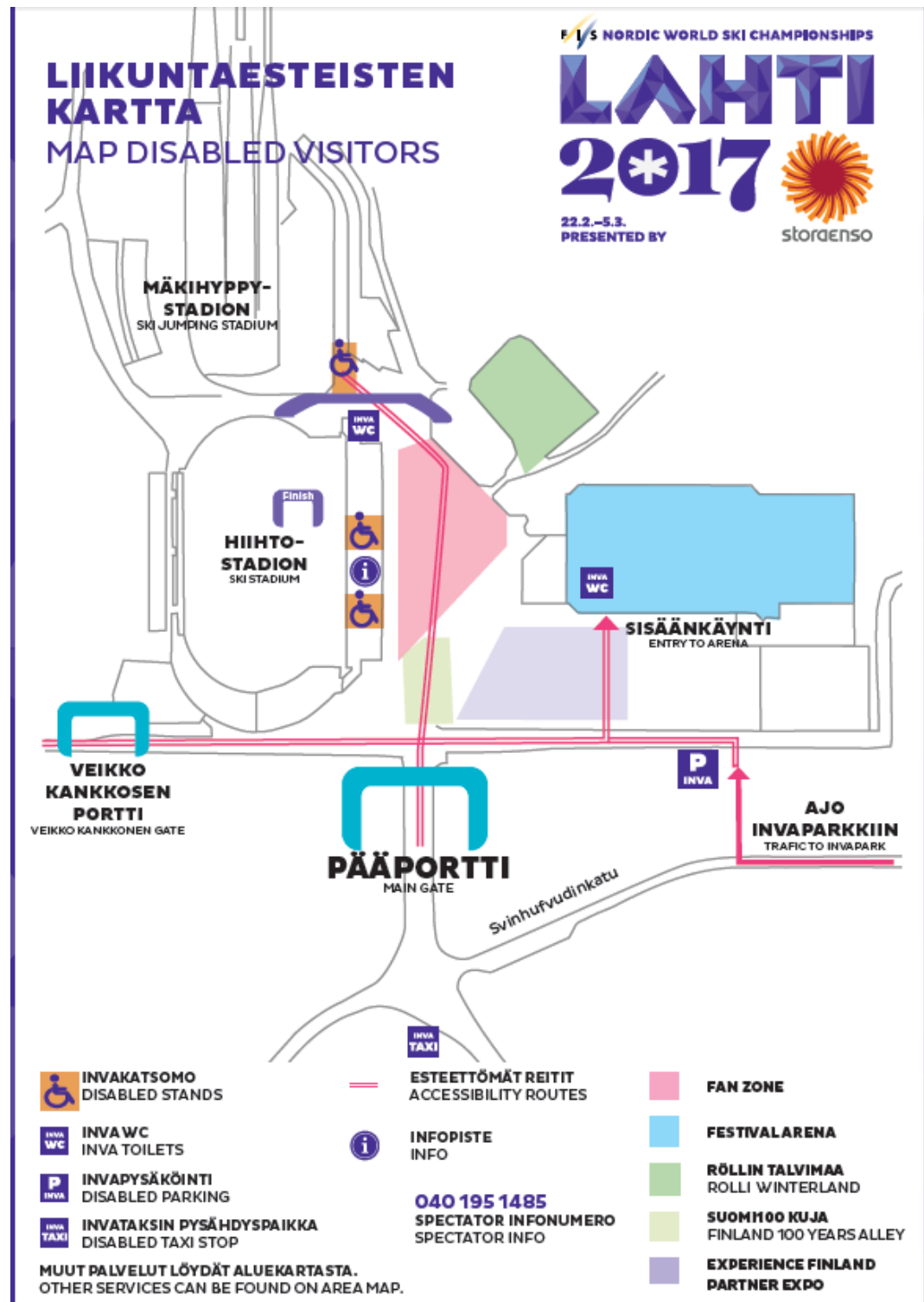
Liikuntarajoite:						
Lapsiperhe:						
Ikääntynyt:						
Muu toimintakyvyn rajoite; mikä:						
(Kommentit tyhjälle riville)	Asteikko					EOS / en huomioit
	Esteellinen	Merkitäviä estettä	Määräysten mukainen esteettömyys	Esteeton	Esteeton plus	
SAAVUTETTAVUUS						
1. Opastus kylttien selkeys	1	2	3	4	5	0
2. Parkkipaikat	1	2	3	4	5	0
3. Julkinen liikenne	1	2	3	4	5	0
KISA-ALUE						
4. WC tilat	1	2	3	4	5	0
5. Ravintola	1	2	3	4	5	0
6. Liikkuminen alueella	1	2	3	4	5	0
7. Katsomo	1	2	3	4	5	0
ONNISTUMISET, EPÄONNISTUMISET, TOIVEET:						

APPENDIX 2. Accessibility questionnaire in English

I SALPAUSSELKÄ SKI GAMES / ACCESSIBILITY

Physical disabilities:						
Family with children:						
Elderly person:						
Other disabilities, please describe:						
(Comments on the empty spaces, please)	Scale					
	Not accessible	Basically accessible	Quite accessible	Accessible	Very accessible	Have not noticed/ can not say
ACCESSIBILITY						
1. Clarity of guidance signs	1	2	3	4	5	0
2. Parking	1	2	3	4	5	0
3. Public transport	1	2	3	4	5	0
GAME AREA						
4. Toilets	1	2	3	4	5	0
5. Restaurants	1	2	3	4	5	0
6. Accessibility in the game area	1	2	3	4	5	0
7. Stands	1	2	3	4	5	0
ADDITIONAL COMMENTS, PROS AND CONS:						

APPENDIX 3. Area map for physically disabled visitors and online accessibility information



TIETOA ESTEETTÖMYYDESTÄ

Tervetuloa Lahti 2017 Hiihdon MM-kisoihin!

Olette lämpimästi tervetulleita Lahden Urheilukeskukseen seuraamaan Hiihdon juhlakisaja 22.2. - 5.3.2017.

SAAPUMINEN

Invapysäköinti sijaitsee FestivalAreenan (Suurhallin) piha-alueella. Invaparkkipaikkoja on varattu 10 kappaletta. Invapysäköintiin ajetaan Svinhufvudinkatu 17 kautta, Koulutuskeskus Salpauksen rakennuksen vierestä. Parkkialueelle pysäköimiseen tarvitsette kisalipun sekä vammaisen pysäköintiluvan.

Invataksin pysähdyspaikka sijaitsee Salpausselänkadun ja Svinhufvudinkadun liikenneympyrän vieressä jäähallin puolella.

SISÄÄNKÄYNTI

Alueella on kaksi sisäänkäyntiä. Pääsisäänkäynti sijaitsee Salpausselänkadun ja Svinhufvudinkadun liikenneympyrän välittömässä läheisyydessä. Toinen sisäänkäynti (Hämeenportti) sijaitsee Satamaradanpolulla Hämeenlinnantien puolella. Sisäänkäynnin yhteydessä toimivat Kisakummit avustavat yleisöä ja erityisryhmiä tarpeen mukaan, jakavat liikuntaesteisten aluekarttoja sekä auttavat teitä mielellään kisoihin liittyvissä asioissa.

KATSOMOT

Esteettömiä pyörätuolipaikkoja on varattu sekä hiihtostadionin katsomossa katetulla puolella että mäki katsomossa erikseen merkityillä paikoilla. Hiihtokatsomossa on 12 pyörätuolipaikkaa ja mäki katsomossa 16 pyörätuolipaikkaa.

WC-TILAT

Kisa-alueella on useita inva-WC:itä, jotka löytyvät sekä ulko- että sisätiloista. WC-tilat ovat esteettömiä ja niitä on yhteensä 11 kappaletta.

INFOPISTE

Kisa-alueella on kaksi infopistettä. Ensimmäinen infopiste sijaitsee hiihtostadionin edessä Fan Zonella. Infopisteelle on luiska, johon pääsee pyörätuolilla. Toinen infopiste sijaitsee FestivalAreenassa (Suurhalli) Hiihtostadionin puoleisessa päädyssä. Jos teille tulee kysyttävää, voitte vierailta infopisteissä tai soittaa Spectator-infoon, puh. 040 195 1485 kisojen aukioloaikana.

ACCESSIBILITY INFORMATION

Welcome to the Lahti 2017 FIS Nordic World Ski Championships!

We are delighted to welcome you to enjoy the Centenary World Championships in Lahti Sports Center at 22.2.-5.3.2017.

ARRIVAL

Disabled parking is located in the parking lot of Festival Arena (Suurhalli Sports Hall). Driving there is possible through Svinhufvudinkatu 17, that is located next to Salpaus Further Education building. There are 10 disabled parking spaces reserved. You will need a valid event ticket and a disabled parking permit to enter disabled parking.

The taxi pole for disabled visitors is located next to the traffic circle of Salpausselänkatu and Svinhufvudinkatu, on the side of indoor ice rink.

ENTRANCE

There are two entrances to the area. The main entrance is located right next to the traffic circle of Salpausselänkatu and Svinhufvudinkatu. Another entrance (Hämeenportti) can be found on Satamaradanpolku on the side of Hämeenlinnantie.

Upon arrival to the Sports Center, you will meet volunteers called Kisakummit. Their responsibility is to help the visitors and assist people with special needs. Kisakummit work in close proximity to the entrances and will be happy to assist you and give guidance if needed. They will also hand out area maps designed for disabled people.

STANDS

Wheelchair users have their own stands in both cross-country skiing stadium and ski jumping arena where to watch the competitions. The stands for the wheelchairs are clearly marked and easily accessible. There are 12 wheelchair places in cross-country skiing stadium and 16 wheelchair places in ski jumping arena.

TOILETS

The Sports Center has 11 accessible toilets for disabled visitors in the area. Those can be found from indoor spaces as well as outdoor areas.

INFORMATION POINT

There are two information points in the Sports Center. One information point is located in front of the cross-country skiing stadium. There is a wheelchair ramp to allow access for wheelchair users. Another information point is located inside the Festival Arena (Suurhalli Sports Hall) on the side of cross-country skiing stadium. If you have any questions, you can visit the information points or call Spectator Info, phone + 358 40 195 1485 during the opening hours of the event.

The important locations mentioned above are clearly marked with guidance signs in the Sports Center. You can also see these locations in the area map for disabled people which you will be given upon entering the event.

APPENDIX 4. Accessibility path orientation-Powerpoint presentation



Lahti2017 -
Esteettömyyspolku

LAHDEN AMMATTIKORKEAKOULU
SH-OPISKELIJAT ESSI TURUNEN JA OUTI VUONTILA

LAHTI
2017
NORDIC WORLD SKI CHAMPIONSHIPS
SLOVE/ISO

1



Esteettömyys

- ▶ Määrittelyä: Esteettömyys varmistaa liikuntaesteiselle henkilölle mahdollisuuden osallistua tapahtumaan riippumatta siitä onko henkilöllä liikuntaa rajoittavaa tekijää (Esteettömyys edellä 2014)
- ▶ Esteettömyys voidaan nähdä vaatimuksena tasavertaiselle yhteiskunnalle, jossa jokainen kansalainen voi osallistua erilaisiin yhteiskunnan aktiviteetteihin esimerkiksi kulttuuri- ja vapaa-ajan harrasteet (Putkinen 2009)
- ▶ Suomen perustuslaki määrittää esteettömyyttä: kaikki ovat tasavertaisia lain edessä (731/1999, 2§)
- ▶ Yhdenvertaisuuslaki kieltää syrjimisen (21/2004, 6§)

- ▶ Esteettömyyttä tarkastellessa on tärkeää huomioida seuraavat keskeiset käsitteet
 - ▶ tasoterot, tilantarve, etäisyydet, tasapaino, ulottuminen, voimattomuus, turvallisuus, kommunikaatio ja yhdenvertaisuus (Invalidiliitto opas)
- ▶ Turvallisen reitin valintaa helpottavat myös karttakuvalla tai alueen pohjapiirroksella varustetut ulko-opasteet, jotka auttavat ihmisiä hahmottamaan alueen tai tilan kokonaisvaltaisesti. Opasteissa voidaan käyttää lisäksi muun muassa havainnollistavia kuvasymboleita

2

Salpausselän kisat 2016

- ▶ Projektin aloitus helmikuussa 2016 MM-esikisoissa
 - ▶ Esteettömyyskartoitus ja -haastattelut
 - ▶ tarve parantaa esteettömyyttä
 - ▶ tiedon lisääminen
 - ▶ opinnäytetyön aihe tämän pohjalta
-

Esteettömyyspolku

- ▶ Merkitys: tiedon lisääminen liikuntaesteisille, matala kynnyksellä tulla kisoihin
- ▶ Esteettömyyden huomioiminen hyvää palvelua asiakkaille
- ▶ Lisäksi hyvää mainosta kisaorganisaatiolle, kun esteettömyys huomioitu
- ▶ Yhdenvertaisuuden edistäminen – kisat kaikille! To advance equality – ski games for everyone!
- ▶ Tuotos: online-info suomeksi ja englanniksi sekä liikuntaesteisten aluekartta
- ▶ <http://www.lahti2017.fi/esteettomyys>
- ▶ <http://www.lahti2017.fi/en/accessibility>

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Esteettömyyden katkeamaton ketju

- ▶ Etukäteen saatava tieto kohteesta
 - ▶ Matka ja saapuminen kohteeseen
 - ▶ Sisäänkäynti kohteeseen
 - ▶ Kohteessa toimiminen
- (Karinharju & Vuorsola, 2014)

Liikuntaesteisen kohtaaminen

- ▶ Asiallinen, ystävällinen, tasa-arvoinen suhtautuminen
- ▶ Puhutellaan ja huomioidaan ensisijaisesti liikuntaesteistä henkilöä
- ▶ Ei puhuta ohitse -> katsekontakti
- ▶ Pyörätuolin käyttäjällä usein mukana saattaja



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Lähteet

- ▶ Karinharju, K. & Vuorsola, S. 2014. Esteettömyys edellä. Satakunnan Ammattikorkeakoulu. Pori
- ▶ Putkinen, M. 2009. Kohti opiskelun esteettömyyttä. In Suominen-Romberg, T. & Tanskanen, I. (ed.) Esteettömästi saavutettavissa: Turun Ammattikorkeakoulun raportteja 82. Tampereen Yliopistopaino Oy.
- ▶ Suomen Perustuslaki ja Yhdenvertaisuuslaki